

QUALITY IN ONLINE DELIVERY

This fact sheet gives an overview of requirements about online training and assessment under the *Skills First* program.

BACKGROUND

Online training and assessment can offer a range of benefits for students, including flexibility to combine work and study, or accessibility for those who can't attend a campus due to time or distance.

The Department of Education and Training (the Department) recognises these potential benefits, but also wants to make sure that training providers address the unique requirements of online delivery of training and assessment.

The VET Funding Contract (the Contract) has a number of measures to ensure the online learning experience for students is the same level of quality as other modes of delivery and meets *Skills First* objectives.

ONLINE SERVICE STANDARDS

If you deliver any training and assessment online, you must publish 'online service standards' in a prominent place on your website.

Online service standards help students to make an informed choice about which delivery mode and training provider will suit their individual needs and best help them to achieve the outcomes they seek from training.

The Department notified training providers about what must be included in online service standards in Contract Notification CN 2021-03.

We tell you what items to include in these online service standards, but we haven't set specific benchmarks for each item, recognising these may vary depending on the training provider and cohort.

The Department has published an example version of online service standards to show what they could look like. You can refer to these for information, but must create your own version, based on your actual service delivery.

Clause 1.3 (f) of Schedule 1

PLANNING FOR QUALITY ONLINE TRAINING AND ASSESSMENT

You must make sure that your online training and assessment is planned and delivered in a way that is suited to an online learning environment.

Student digital literacy

Students must have the capacity to participate fully in online learning. This should be assessed as part of a comprehensive Pre-Training Review and determined by assessing prospective students' digital literacy and access to necessary technology. You should support students to overcome any barriers to their online participation.

Training and Assessment Strategies

Training and Assessment Strategies must address the unique requirements of online learning. A course delivered online needs to be intentionally designed for the online environment, not simply an electronic replication of classroom-based resources.

Training and Assessment Strategies must also include the validation method for online assessment tools, given the importance of making sure the student's work is their own and it is assessed authentically.

Clause 4.3 (c)(iii) of Schedule 1, 4.4 (d) of Schedule 1, 6.3 of Schedule 1

LEARNING MATERIALS

All learning materials used for online delivery of training and assessment must comply with the high-level principles of the [Web Content Accessibility Guidelines 2.1](#) (WCAG).

It is your responsibility to determine the level of compliance with the WCAG that may apply more broadly to your own organisation. However, under your Contract with the Department, at minimum, your *Skills First* learning materials must comply with the high-level principles.

In summary, your online learning materials should be presented in a manner that is:

Perceivable – students must be able to perceive the online information presented to them. For example:

- text alternatives are given for any non-text content
- using a simple content layout
- content can be easily seen and heard.

Operable – students must be able to easily operate and navigate online. For example:

- full functionality is available via a keyboard
- students have enough time to read and use content
- content is not designed in a way that is known to cause seizures.

Understandable – students must be able to understand and use the online interface. For example:

- text is readable and understandable
- web pages are predictable.

Robust – content can be interpreted reliably by a wide variety of tools, including assistive technologies, such as screen readers.

Clause 7.4 of Schedule 1

FURTHER INFORMATION

Please submit an enquiry via SVTS.

Online service standards – CN 2021-03

[W3C guidance on the Web Content Accessibility Guidelines 2.1](#)